

From: "Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>

Sent: 8/31/2009 1:43 PM.

To: [-] <Gary_Heine@Toyota.com>; <mike_robinson@toyota.com>

Cc: [-] <Craig_Erickson@toyota.com>; "Stephenson, Bill" <Bill.Stephenson@nielsen.com>; "Hamm, Scott" <Scott.Hamm@nielsen.com>

Bcc: [-]

Subject: Nielsen - QA Powertrain Hot Topics Updates

Hello Gary and Mike,

Please review the list below regarding Toyota QA Powertrain "hot topics" which we continue to use in development of the bi-weekly Toyota PQSS Executive Summary and are placing increased emphasis on for daily BuzzAlerts.

During the month of August 2009, Nielsen sent 32 of 75 total PQ&SS BuzzAlerts to QA Powertrain.

Please confirm any deletions or additions as we report for the month of September, the below list reflects the addition of the CEL issues on 2010 models.

Finally, recall that as part of the Toyota PQ&SS engagement with Nielsen, we do have the opportunity to take a deeper dive into any quality issues which you feel may warrant further investigation. Should there be any such issues, I am happy to work with you to complete the request form and outline report specifications and delivery timing.

QA Powertrain Hot Topics

2010 CEL Illuminated

2007-2010 All model engine Oil Leaks

All engine noise on 2007 – 2010 Models (including cold engine knocking type noise for all 2007 and 2008 models)

2007-2010 ES 350 and Camry V6 ATM shift concerns

2007-2010 Tundra, 2008-2010 Sequoia ATM concerns

2007-2010 Tundra shuddering on the highway at speed

2009-2010 Corolla/Matrix Powertrain concerns

All Lexus IS250/IS350, ES350, GS350, RX350 GR-series engine concerns

2008-2010 Prius refueling difficulty/problems (won't take gas/pump clicks off)

All Hybrid Inverters - converter

All models unintended acceleration - sudden acceleration

Regards-

Joe Colacurcio
Senior Analyst, Automotive
Nielsen BuzzMetrics
The Nielsen Company
859.905.4936
<http://www.nielsen.com/>